



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

APRIL 1, 2022 - JUNE 30, 2022

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q3

VA'S COVID-19 RESPONSE



555K+ Vaccine Doses Administered

57K+ People Fully Vaccinated by VA

92K+ Veterans Vaccinated by VA or by Others (at least one dose)



1M+

COVID-19 Tests Completed



4.4M+ Unique VA Health Care Patients



27M+ Clinical Encounters

17.6M+ Presumed In-Person Appointments

7.9M+ Telehealth/Telephone Appointments

1.7M+ Community Care Referrals



76% Veteran Trust in VA
36K+ Surveys Received

89.9% Trust in VA Health Care
Based on **397K+** Outpatient Surveys Received



13.2M+ Calls Answered by VA Contact Centers (FY 2022 Q2)

178K+ Calls to Veteran Crisis Line (Dial 988, then Press 1)

42K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



39,395 Veterans and Family Members Interred with Honor



28.5M+ Visitors to VA.gov

3.2M+ Logged In Users

495K+ Form Submissions

2.9M+ Visitors to [Blogs.VA.gov](https://blogs.va.gov)

47.8M+ [#VetResources](https://veteransresources.org) Newsletter Emails Opened

213K+ Visitors to VA's [Event Calendar](https://www.va.gov/event-calendar)



14K+ New Employee Hires



444K+

VA Disability and Pension Claims Completed



24,816

Veterans Appeals Decisions

7,800 Hearings Held



759K+

Education Benefits and Supplemental Claims Completed



24K+

Insurance Claims Completed



156K+

Home Loans Guaranteed



4K+

Veteran Readiness and Employment (VR&E) Positive Outcomes

SIGNIFICANT EVENTS



APRIL 06, 2022

VA ingenuity affords formerly incarcerated Veterans valuable resources for rehabilitation.



APRIL 13, 2022

VA reshapes approach to data through improved governance, new platforms, focus on workforce.



APRIL 29, 2022

VA Secretary says proposed \$300B budget would improve, save the lives of millions of Veterans.



MAY 31, 2022

New VA benefit will sell guaranteed life insurance to most Veterans.



JUNE 21, 2022

VA helps bridge digital divide for Veterans.

APRIL 11, 2022

New actions to lessen medical debt burden, increase consumer protection.



APRIL 28, 2022

VA expands reimbursement agreement program to Urban Indian Organizations.



MAY 27, 2022

VA Secretary discusses PACT Act, one of the largest substantive health, benefit expansions in VA's history.



JUNE 01, 2022

U.S. Department of Labor awards over \$57M to help Veterans overcome, avoid homelessness, re-enter workforce.



JUNE 22, 2022

VA sees returns from customer experience campaign.



**Download the
VA Welcome Kit**

Call us
1-800-MyVA411 (1-800-698-2411)

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q3



Current VA-Wide Trust Score: 76% (↓ 2%)

TOTAL RESPONDENTS: 36,763



EASE
71% (↓ 1%)



EFFECTIVENESS
75% (↓ 2%)



EMOTION
73% (↓ 2%)



Male Veteran Trust 77.4% (↓ 1.0%)

<30 **55.7%** (↓ 5.0%) 50-59 **76.7%** (↓ 0.8%)
30-39 **53.7%** (↓ 1.3%) 60+ **85.3%** (↓ 1.1%)
40-49 **66.4%** (↓ 0.4%)



Female Veteran Trust 68.7% (↓ 2.1%)

<30 **58.8%** (↓ 11.2%) 50-59 **76.7%** (↓ 0.8%)
30-39 **54.9%** (↓ 1.2%) 60+ **85.3%** (↓ 1.1%)
40-49 **66.0%** (↓ 0.4%)



Trust by Race and Ethnicity

American Indian or Alaskan Native	70.0% (↓ 0.9%)	Middle Eastern or North African	63.0% (↑ 1.9%)	Hispanic or Latino	78.6% (↑ 0.5%)
Asian	82.5% (↑ 1.8%)	Native Hawaiian or Pacific Islander	80.0% (↑ 2.9%)	Not Hispanic or Latino	79.8% (↓ 0.9%)
Black or African American	76.7% (↓ 1.9%)	White	80.0% (↓ 0.8%)		

Respondents may choose more than one option for race. Scores by race include all individuals who selected that race.

V SIGNALS SURVEY DATA

2016 - FY2022 Q3



56,649,511
VSignals Surveys Sent (total)



9,424,739
VSignals Surveys Received (total)

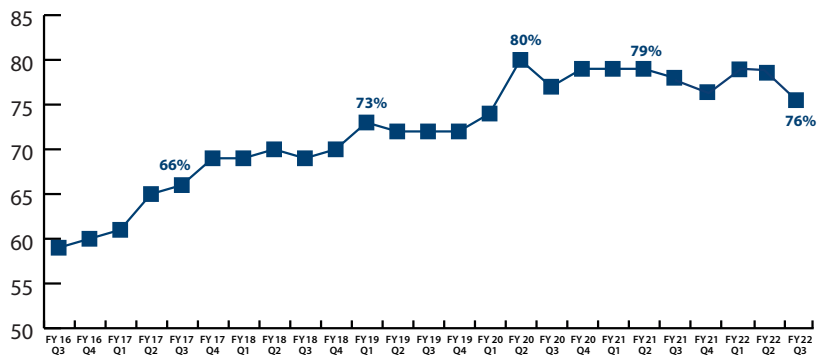


3,126,036
Free-Text Responses (total)



136
Active VSignals Surveys (current)

VA-Wide Trust Over Time



VA-WIDE CUSTOMER EXPERIENCE DRIVERS



EMPLOYEE HELPFULNESS
9.1 —



EQUITY AND TRANSPARENCY
9.0 ↓



QUALITY
9.3 —



SATISFACTION
9.3 —



SIMPLICITY
9.0 —



SPEED
8.4 ↓

Incorporating many VSignals VHA/VBA/NCA/Board surveys. Scores rated on scale of 0-10 and weighted based on types and frequency of services.

Arrow and change is compared to last quarter's trust report. KEY: ↑ positive, ↓ negative, or — neutral.

VA CALL CENTER EXPERIENCE



Trust

"I understood the information provided by the [Agent]." **7.2** ↓



Employee Helpfulness

"The [Agent] I interacted with was helpful." **8.7** —



Simplicity/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.1** —



Quality

"The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.4** —



Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.0** —



Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.6** ↓

VA OUTPATIENT SERVICES

TOP COMPLIMENTS



- 1 Quality of Care
- 2 Cleanliness of Facility
- 3 Interactions with Staff
- 4 Specialty Care Satisfaction
- 5 Health Care Provider Courtesy

TOP CONCERNS



- 1 Appointment Cancellation by VA
- 2 Cancellation of VA Prescriptions
- 3 Scheduling an Appointment
- 4 Accuracy of Mail Order Prescription Addresses
- 5 Female Health Care Services

Compliment/Concern entries ranked by response. Total Respondents: 36,763

VA ACCESS TO HEALTH CARE

What customers are saying about accessing VA health care

OUTPATIENT SERVICES SURVEYS



Ease Score:

91.8% ↑

agree/strongly agree
(361,606 respondents)

It was easy to get my appointment.
84.3% agree/strongly agree ↓
(59,373 respondents)

I got my appointment on a date and time that worked for me.
86.3% agree/strongly agree ↓
(59,373 respondents)

INPATIENT SURVEYS



Ease Score:

90.9% ↓

agree/strongly agree
(1,879 respondents)

TELEHEALTH APPOINTMENT SURVEYS



Ease Score:

85.2% ↑

agree/strongly agree
(43,347 respondents)

Home or Mobile Survey: Telehealth reduces the need to travel long distances to meet with my provider.
91.1% agree/strongly agree ↑
(16,479 respondents)

Scheduling Survey: I got my appointment on a date and time that worked for me.
86.9% agree/strongly agree ↓
(20,598 respondents)



29.26% of Veterans used telehealth/telephone for their appointments in FY2022 Q3.

COMMUNITY CARE SURVEY



Ease Score:

75.7% ↑

agree/strongly agree
(17,792 respondents)

Scheduling a VA community care appointment was easy.
77.6% agree/strongly agree ↑
(3,159 respondents)

If given the option, I would have chosen to get my care from a VA clinician using telehealth.
16.9% agree/strongly agree ↑
(2,460 respondents)

Before choosing to use community care, I was given the option to get my care from a VA clinician using telehealth. **(Yes)**
45.0% agree/strongly agree ↓
(2,460 respondents)

Before choosing to use community care, I was given the option to get my care from a VA clinician using telehealth. **(No)**
33.4% agree/strongly agree ↑
(2,460 respondents)

Arrow and change is compared to last quarter's trust report. KEY: ↑ positive, ↓ negative, or — neutral.